MONMOUTHSHIRE HOMESEARCH

SCHEME USER GUIDE

Version 7 • May 2014

monmouthshire sir fynwy

melin

MHA Monmouthshire Housing Tai Sir Fynwy

charter housing housing people

www.monmouthshirehomesearch.co.uk

Welcome

TO MONMOUTHSHIRE HOMESEARCH

Monmouthshire Homesearch is committed to helping everyone to access our scheme.

If you have any specific requirements please contact us to discuss alternative ways of accessing the scheme. We can also provide information to you in:

- Large print
- Audio translations
- Braille
- Translation into other languages
- One to one help from staff

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Remember

To be considered for a property you need to actively take part in the scheme:

1. Look at adverts
2. Make your choice
3. Place your bid

Helping you find a home in Monmouthshire

Monmouthshire Homesearch is a letting scheme, which includes a common allocation scheme, that lets you choose where you would like to live. In the past your Council or Landlord decided when and where you would be offered a home. Now you have the chance to choose.

Every fortnight we advertise a variety of homes available to rent on our website. You can view these adverts and decide whether you would like to be considered for any of the properties advertised. We also produce a property list that is available at a variety of locations across Monmouthshire.

This Scheme User Guide summarises how to access and use our scheme. It also aims to give you a better idea of what properties are available to rent in your area.

Every fortnight we provide feedback so you're able to see how long successful customers have waited for a home and what level of priority they had been given. We believe this information will be helpful to you when making decisions about where you want to live and how long you might have to wait.

There is a very high demand for social housing in Monmouthshire. We are unable to rehouse everyone on the housing register because only a relatively small number of properties become available each year. There are, however, a number of other housing options available to you, which may mean you do not have to wait for long for a new home.

Please refer to page 17 for details of other housing options that may be available to you.

If you need this information in your own language or information on any of our other services please contact us and we will be happy to help.

Os hoffech gael y wybodaeth hon, neu unrhyw rai o'n gwasanaethau eraill, yn eich iaith eich hun cysylltwch â ni a byddwn yn fwy na pharod i'ch helpu.

如果您希望得到此資訊，或在您所屬的語言得到我們其他任何的服務，請與我們聯繫，我們將很樂意提供協助。

Si vous désirez ces renseignements ou toutes informations concernant d'autres services dans votre propre langue, veuillez nous contacter et nous serons heureux de vous aider.

यदि आप यह सूचना, या हमारी अनय सेवाओं में से कोई सेवा अपनी भाषा में चाहते हों, तो कृपया हमसे संपर्क करें। आपकी सहायता करक हमें खुशी होगी।

Jeżeli chcesz uzyskać te informacje lub potrzebujesz jakichkolwiek dodatkowych usług w swoim ojczystym języku, skontaktuj się z nami, a z przyjemnością będziemy służyć Ci pomocą.

Ak chcete túto informáciu, prípadne akúkoľvek inú z našich služieb vo svojom vlastnom jazyku, kontaktujte nás a radi vám pomôžeme.

Ha szeretnéd az anyanyelveden olvasni ezt a tájékoztatást és bármely más szolgáltatásunkról szóló információt, vedd fel velünk a kapcsolatot és örömmel segítünk.

اگر آپ کو یہ معلومات یا ہماری دیگر خدمات میں سے کوئی بھی آپ کو خود اپنی زبان میں چاہئے تو برائے مہربانی ہم سے رابطہ کریں اور ہم مدد کرکے مسرور ہوں گے۔

Monmouthshire Homesearch is a partnership between the Local Authority and the three largest Housing Associations that operate in Monmouthshire. All social rented accommodation is advertised and allocated via this scheme. The members of this partnership are listed below.

monmouthshire sir fynwy	Monmouthshire County Council, Housing Options Team Ty'r Efail, Lower Mill Field, Pontypool, Torfaen NP4 OXJ **Tel: 01291 635714 Fax: 01495 766157** **Email: housingoptions@monmouthshire.gov.uk** **Website: www.monmouthshire.gov.uk**
MHA Monmouthshire Housing Tai Sir Fynwy	Monmouthshire Housing Association, Nant-Y-Pia House, Mamhilad Technology Park, Mamhilad, Monmouthshire NP4 0JJ **Tel: 0845 6772277 Fax: 0845 6775544** **Email: mail@monmouthshirehousing.co.uk** **Website: www.monmouthshirehousing.co.uk**
charter housing housing people	Charter Housing Association, Exchange House, High Street, Newport NP20 1AA. **Tel: 01633 212375 Fax: 01633 245930** **Email: lettings@charterhousing.co.uk** **Website: www.charterhousing.co.uk**
melin	Melin Homes, Ty'r Efail, Lower Mill Field, Pontypool, Torfaen, NP4 0XJ **Tel: 08453 101102 Fax: 08453 101104** **Email: enquiries@melinhomes.co.uk** **Website: www.melinhomes.co.uk**

If there is anything about Monmouthshire Homesearch that you don't understand? Please contact the Lettings Team at

MONMOUTHSHIRE HOMESEARCH

Tel: **0845 900 2956**

Email: **info@monmouthshirehomesearch.co.uk**

Office opening hours: Monday to Thursday 9:00am to 5:00pm and Friday 9:00am to 4:30pm.

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How the scheme works

STEP 1: Registration

You can apply:

- Online at

www.monmouthshirehomesearch.co.uk

- By calling **0845 900 2956** to make an application

Once you have applied and been accepted onto the housing register we will:

- Contact you to confirm your application has been successfully registered
- Let you know your application number, which you will need in order to bid for properties
- Tell you the priority date that you have been given and what band you have been placed in
- Provide you with details of the property type and size you can bid on

STEP 2: Choosing your home

Available homes are advertised every fortnight on the Monmouthshire Homesearch website and via the property Freesheet.

Available homes will be advertised every second Wednesday and you can register your interest ('bid') on properties up until midday the following Monday - this is known as the bidding cycle.

For details of the bidding cycle, please visit the Homesearch website or call 0845 900 2956.

You are not limited in the number of properties that you may 'bid' on. However, you should only bid on properties that you would consider moving into and are eligible for.

Please refer to pages 10 - 11 to find out what property sizes and types you are eligible for.

You can bid on properties in the following ways:

- Online at the **www.monmouthshirehomesearch.co.uk**
- By text message, **07781 472726** which is available 24 hrs
- By post using a coupon

Please see pages 12-13 for more information on how to bid on available properties.

STEP 3: Offer of Accommodation

Once the bidding cycle has closed, the bids are placed into priority order to produce a shortlist of eligible applicants for each property. Any offer is subject to your application being verified (checked and approved) to confirm your circumstances. If your application cannot be verified, the offer may be made to another applicant.

Once this has been completed, you will be invited to view the property. If you refuse the property, the next person on the shortlist will be invited to view it.

If you bid for a property but then refuse it you will be eligible for one more offer of accommodation. If you refuse two offers, your application will be demoted to Band 4 or 5. Whilst you are demoted, should you refuse a third offer, your application will be excluded from the housing register for 12 months.

If you successfully bid for more than one property in the same bidding cycle, we will contact you to ask which property you would prefer as your first choice. We will usually contact you within a week of the of the bidding cycle closing.

If we invite you to view a home and you do not plan to attend, you should let the Housing Association know as this may count as a refusal.

Whilst a property is under offer to you, you won't be able to place bids on other properties.

STEP 4: Feedback

Feedback information will be available on our website and Freesheets once homes have been let. The feedback tells you how many people have bid for the property along with the band and waiting time of the successful bidder. This helps you to see how long successful bidders have been waiting for homes.

Once bidding has closed you will be able to view your position on the shortlist on the Monmouthshire Homesearch website. This is called 'ranking'. However, please be aware that if a letting quota has been applied to the property, this may well affect your ranking e.g. preference to transfers. See below for 'Bidding Restrictions' information.

Due to the number of bids received by Homesearch, it is not possible to notify individuals when bids have been unsuccessful.

Viewing the Property List

Monmouthshire Homesearch will ensure that copies of the property list, or Freesheet, are available free of charge. Every 2 weeks the Freesheet, detailing the latest available properties, will be available at the One Stop Shops, libraries, Housing Association offices and other locations throughout Monmouthshire. For more information about the property adverts, please refer to page 15.

Change of Circumstances

You must keep us informed about any changes in your circumstances e.g. adding or removing people on your application, change of address, employment status etc. This is very important as it could result in a change to your band or your eligibility for certain properties. You can download a change of circumstances form from our website or call us on 0845 900 2956.

Transfers

Existing tenants of Monmouthshire Housing Association (MHA), Melin Homes and Charter Housing will also need to apply and bid for properties using the Monmouthshire Homesearch scheme.

Bidding Restrictions

Sometimes we may restrict bidding to certain groups of applicants for example:

- Properties that have been adapted or specially designed to meet the needs of older people or people with disabilities, unless you have been assessed as having those needs.
- Properties reserved for applicants from the waiting list (first time home seekers), homeless applicants or the transfer list (existing tenants). This is to ensure that properties are allocated in accordance with the approved letting quotas.
- We may also use local sensitive lettings policies to restrict the type of problem household moving into a particular neighbourhood. This is to try and build balanced communities and any special conditions or restrictions will be clearly stated in the property advert.

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- Properties that have been adapted or specially designed to meet the needs of older people or people with disabilities, unless you have been assessed as having those needs.
- Properties reserved for applicants from the waiting list (first time home seekers), homeless applicants or the transfer list (existing tenants). This is to ensure that properties are allocated in accordance with the approved letting quotas. Currently, our quotas require 35% to transfers, 35% to homeless and 30% to home seekers.
- We may also use local sensitive lettings policies to restrict the type of household moving into a particular property. This is to try and build balanced communities and any special conditions or restrictions will be clearly stated in the property advert.

Exclusions and Demotions

In certain circumstances applicants can be excluded from the waiting list or have their priority reduced due to unacceptable behaviour or current or former rent arrears. Anyone affected by these criteria will receive a written explanation. If you disagree with the decision, you have the right to request a review.

Medical and Welfare Cases

If you need to move due to medical reasons or on welfare (social) grounds, please contact Monmouthshire Homesearch to discuss your situation and how moving will help you. You will be asked to complete a medical or welfare application form and will be expected to provide supporting information about your situation and how your current accommodation is affecting you.

Help & Assistance

If you have any questions about how the scheme applies to you or about bidding for properties, there are fully trained staff available to support you. Please call Monmouthshire Homesearch on

0845 900 2956

Things to think about before you bid...

Before bidding for a property, you should consider the following:

What can I bid for?

When you register for housing, you will receive a welcome letter telling you what band you are in along with the type of property and how many bedrooms you are entitled to bid for. This will depend on the number of people and relationships in your household, including the age and sex of any children. There is an eligibility table on pages 10 and 11 showing you what you can bid for.

If you are going to be claiming Housing Benefit, you need to be mindful of the financial implications of under-occupying a property. For more details of Welfare Reforms and changes to Housing Benefit, please refer to page 7.

What if a home has an age restriction?

Some properties have a minimum age requirement; this will clearly be stated in the advert. For example, older person's accommodation will be designated for applicants aged 55 or 60 years. However, if no applicants within this age group bid, the age limit may be reduced in 5 year bands e.g. 55 to 50 to 45 etc.

What if a home has a mobility sign?

Priority will be given to applicants whose needs match the adaptations already in the property. Please look out for mobility signs on the property adverts. We will also say what type of adaptation is in the property e.g. stair lift, wet room etc.

What if I have pets?

Pets are not allowed in some properties as some are not suitable for certain types of pets. Each Housing Association partner has different pet policies, so you may wish to check before bidding. Look out for pet signs on the adverts.

What if I decide I am no longer interested in a home that I have bid for?

If you've made a bid but changed your mind, you can remove your bid on the website as long as the bidding cycle is still open. Please think carefully about bidding for properties and only bid for those properties that you would like to be considered for. If you bid for a property that you don't really want and then refuse it, you may be demoted to a lower band if we consider that it was a suitable property.

Why haven't I been invited to view the property?

This is due to either

- You are not top of the shortlist
- You do not meet the lettings criteria (called an ineligible bid)
- The property has been prioritised for a transfer and you are a home seeker, or vice versa
- Your situation is awaiting assessment by the Exclusion Panel due to your behaviour (see Other Restrictions)
- The property is no longer available

Why am I ineligible to bid for some properties?

You can only be considered for the type of properties that you have been assessed as being suitable for. If you don't know what type of property you are eligible for, please see the tables on pages 10 and 11. Alternatively contact Monmouthshire Homesearch and we will confirm your property eligibility.

What if I need help bidding?

In some circumstances, we will help you to bid. Please contact Monmouthshire Homesearch on

0845 900 2956

so we can discuss the options available

Welfare Reforms How will they affect me?

Welfare reforms will cut the amount of benefit that people receive if they are deemed to have a spare bedroom in their social housing property. This measure will apply to tenants of working age (under 62).

Universal Credit will replace Working Tax Credit, Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance and income-related Employment and Support Allowance. Most working-age tenants will not be able to choose to have any of their benefit paid direct to their landlord and will start to personally receive the housing element of the new Universal Credit as part of their monthly payment.

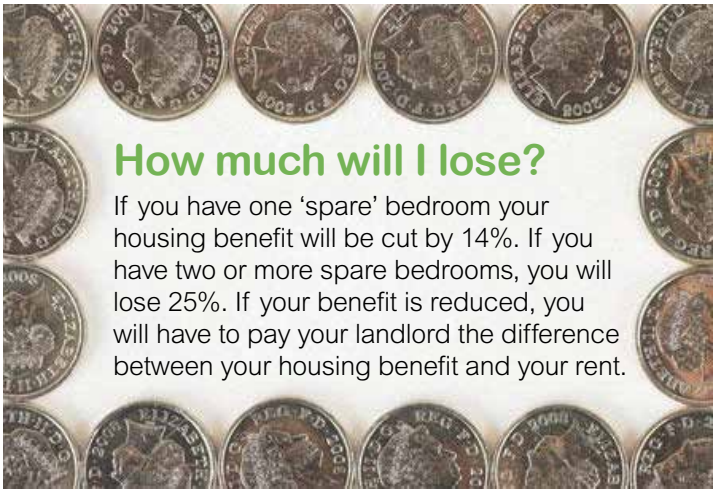
Each Monmouthshire Homesearch Partner will give affordability advice to applicants prior to offering you a property. This advice will help applicants to make an informed choice before accepting an offer of accommodation and help the landlord to decide if the applicant has the financial ability to pay the rent. If the Housing Association decides you cannot afford the property, the offer will be withdrawn.

For more information go to www.yourbenefitsarechanging.co.uk or Tel: 0300 3031073

What do the changes mean?

Under the new rules if you have more bedrooms than the Government says you need, you may lose part of your housing benefit. The new rules mean you will be allocated one bedroom for:

- each adult couple
- any other person aged 16 or over
- two children of the same sex under 16
- two children under 10 regardless of their sex
- any other child
- a carer (who doesn't normally live with you) if you or your partner need overnight care



How much will I lose?

If you have one 'spare' bedroom your housing benefit will be cut by 14%. If you have two or more spare bedrooms, you will lose 25%. If your benefit is reduced, you will have to pay your landlord the difference between your housing benefit and your rent.

Benefit Limits: From October 2013, the overall amount of benefit you can receive will be capped.

The Government will add up how much money you get from a range of benefits, including: housing benefit, jobseeker's allowance, income support, employment support allowance, child benefit, child tax credit and carer's allowance.

If the total comes to more than the maximum amount allowed, your housing benefit payments will be reduced.

The maximum amount of benefit you will be able to receive from October 2013 will be:

✓ £500 per week for single parents
✓ £500 per week for couples with or without children
✓ £350 per week for single people without children.

This will not apply to you if:

✗ you get pension credit or working tax credit
✗ a member of your household is claiming disability living allowance, attendance allowance, industrial injuries benefits or the support element of employment support allowance.

DISCLAIMER: The information contained in this section is correct at time of print but is subject to change by the Government

Allocation Scheme

When you register for housing, we will assess your application and you will be placed into one of 6 housing needs bands. We will aim to assess your application within 10 working days and you will be placed into one of 5 housing need bands.

Applicants in housing need and with a local connection to Monmouthshire will be considered first. Applicants who are not in housing need or have no local connection to Monmouthshire will normally be placed into Band 5 and are unlikely to receive an offer of accommodation.

If you bid on the same home as someone else that is in the same band as you, we will usually offer the property to the person that has been waiting the longest in that band and who meets the letting criteria.

If you move up to a higher band, your effective date will start from the day that you moved up into the higher band. If you then move back to a lower band, your effective date will go back to the same day that you were in the lower band (this is usually the date that you first went onto the housing register).

If you think that you have been placed into the wrong band you can request a review of this decision by contacting Monmouthshire Homesearch on 0845 900 2956

Rural Allocations Policy

The Rural Allocations Policy will be used to allocate the first 10 homes on all new housing sites and on all subsequent lettings of these properties in rural areas of Monmouthshire. The purpose of the policy is to ensure that homes developed for local people are allocated as intended; therefore, applicants must meet the rural local connection criteria if they wish to be considered for one of these properties. For more information please visit the Monmouthshire Homesearch website and click on "useful Information" to find a copy of the Policy.

Below is a summary of the banding system which also gives you an indication of how long you may have to wait before being offered accommodation. The length of time you will wait will depend on the type of property you require and the area you choose. For a full copy of the Allocations Policy please visit our website or telephone our Lettings Team.

Band 1	Urgent Housing Need
Priority within this Band will be by date of entry into Band 1 not original date **Average Waiting Time: 5 – 9 weeks**	✓ Special management lettings ✓ People occupying unsanitary or unfit housing ✓ Exceptional medical need ✓ Exceptional welfare need ✓ RSL tenants requiring permanent decanting ✓ National witness mobility scheme referrals
Band 2 (A)	**High Housing Need**
Priority within this Band will be by date of entry into Band 2 not original date **Average Waiting Time: 6 – 8 months**	✓ Lacking 2 or more bedrooms ✓ Lacking basic amenities ✓ Care leavers / child in need ✓ Vacating adapted or disabled property ✓ Tenants under-occupying by one or more bedrooms ✓ Successors who are under-occupying ✓ Move on from supported housing ✓ High welfare need ✓ Major disrepair ✓ Foster Carers, adoptive parents, adult placement and supported lodging providers

Band 2 (B)	High Housing Need
Priority within this Band will be by date of entry into Band 2 not original date **Average Waiting Time: 6 – 8 months**	✓ Homeless households (full duty)

Band 3	Medium Housing Need
Priority within this Band will be by date of entry into Band 3 not original date **Average Waiting Time: 12 – 18+ months**	✓ Non-Priority homeless ✓ Lacking one bedroom ✓ Intentionally homeless ✓ Medium medical need ✓ Medium welfare need ✓ Leaving Armed Forces ✓ Split families ✓ Children in flats ✓ Applicants with resident child(ren) occupying one bedroom/ bedsit accommodation

Band 4	Low Housing Need
Priority within this Band will be arranged in order of date of application **Average Waiting Time: 20+ months**	✓ Low medical need ✓ Low welfare need ✓ Sharing facilities ✓ Refusals owed a reasonable preference ✓ Adequately housed tenants with a local connection ✓ Minor disrepair ✓ Caravan dwellers

Band 5	No Housing Need
Priority within this Band will be arranged in order of date of application **Unlikely to be re-housed**	✓ Home owners ✓ Adequately housed tenants without a local connection ✓ Serving Armed Forces personnel ✓ Serving prisoners ✓ Sufficient financial resources ✓ Refusals not owed a reasonable preference ✓ No local connection

Which properties can I bid for?

The tables below shows what type and size of properties you can bid for.

Table 1 - General Needs Accommodation

Property Type / Household Size	Bed sit	Flat / Maisonette			House				
		1 bed	2 bed	3 bed	1 bed	2 bed	3 Bed (Non Parlour Type)	3 Bed ¥ (Parlour Type)	4 Bed +
Single Person	✓	✓			✓				
Single Person with overnight access to one child+		✓	✓						
Single/Couple who are pregnant		✓	✓		✓	✓			
Couple		✓	✓		✓				
2 Single Adults			✓						
3 Single Adults				✓			✓		
4 + Single Adults				✓			✓	✓	✓
Single Adult / Couple +1 Child			✓			✓			
Single Adult / Couple +2 Children (Same Sex)			✓	✓		✓	✓		
Single Adult / Couple +2 Children (Different Sex)			✓	✓		✓	✓		
Single Adult / Couple +3 Children (Same Sex)				✓			✓	✓	
Single Adult / Couple +3 Children (Different Sex)				✓			✓	✓	✓
Single Adult / Couple +4 or more Children								✓	✓

Table 2 - OAP/Sheltered Accommodation

Property Type / Household Size	Bed sit	Flat **		Bungalow**	
		1 bed	2 bed	1 bed	2 bed
Single Person aged over 55 or 60*	✓	✓	#	✓	#
Couple aged over 55 or 60*		✓	✓	✓	✓
Non Co-Habiting Couple aged over 55 or 60*			✓		✓

Table 3 – Existing Partner Tenants wishing to downsize due to under occupation

Property Type / Household Size	Bed sit	OAP Flat or Bungalows		General Needs Flat (inc Maisonettes)			GN House		
		1 bed	2 bed	1 bed	2 bed	3 bed	1 Bed	2 Bed	3 Bed
Single tenant aged over 55 or 60 wishing to downsize & move to OAP accommodation	✓	✓	✓						
Single tenant living in a 3 bed & wishing to move to smaller accommodation	✓			✓	✓		✓	✓	
Single tenant living in a 2 bed & wishing to move to smaller accommodation	✓			✓			✓		
Single adult/couple & two children same sex under 16 currently living in 3 bed					✓			✓	
Single adult/couple & two children different sex aged 10 currently living in 3 bed					✓			✓	
Single adult/couple & one or more children currently living in a 4 bed					✓	✓		✓	✓

KEY:

If no interest has been expressed by a couple, 2 bedroom OAP/sheltered accommodation may be offered to single applicants (with the exception of partner transfers).

* Age restrictions will apply to OAP and sheltered accommodation.

** Bungalows and/or ground floor adapted accommodation may be offered to younger applicants who have a recognised medical condition that requires them to have accessible accommodation.

¥ A parlour type house is a house with a separate dining and living room. These properties are allocated to larger families.

✓ Applicants/tenants who bid for properties that they will be under occupying will be required to undergo an affordability assessment, which may result in an offer of accommodation being withdrawn.

Ways to bid

Bidding on the Internet

Before placing a bid you must read the property advertisement details carefully to make sure that you really want to be considered for the property. All of our adverts include the postcode and using the Internet you can search of websites such as "Google Earth" or "Up My Street" to find out more information about the local area. If you need any assistance to bid or have any questions about the properties advertised please give our Lettings Team a call on **0845 900 2956**.

The quickest and easiest way to express an interest (bid) is through our website **www.monmouthshirehomesearch.co.uk**

Instructions are given on screen. You will need to know your application number and date of birth of the lead applicant in order to log on. If you lose your log-in details please contact Monmouthshire Homesearch and we will provide them for you.

On the website there is an online copy of the freesheet, if you see a property that you are interested in and meet the eligibility criteria you can place a bid.

If you have made a bid but then change your mind you can remove the bid on the website as long as the bidding is still open. You can also view your bidding history once you have logged in.

The staff at the Council's One Stop Shops will hand out property Freesheets and can help people to bid.

Bryn-Y-Cwm (Abergavenny) One Stop Shop	**Tel: 01873 735800**
Central Monmouthshire (Monmouth) One Stop Shop	**Tel: 01600 775200**
Lower Wye (Chepstow) One Stop Shop	**Tel: 01291 635700**
Severnside (Caldicot) One Stop Shop	**Tel: 01291 426400**

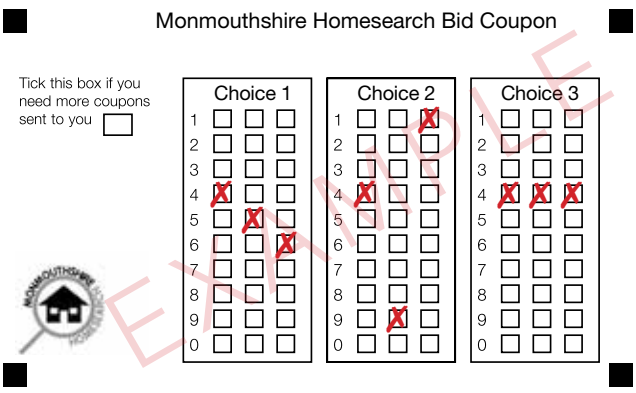
Free internet access is also available at:

Abergavenny Library	**Tel: 01873 735980**
Caldicot Library	**Tel: 01291 426425**
Chepstow Library	**Tel: 01291 635730**
Monmouth Library	**Tel: 01291 775215**
Usk Library	**Tel: 01291 674925**
Multi-Agency Centre Abergavenny	**Tel: 01873 733590**

You can also place a bid at one of our Housing Association offices. See page 3 for contact details.

Bidding by coupon

Coupons will be posted to you if you request them. Contact Monmouthshire Homesearch who will send you a pack of 8 personalised coupons.


Monmouthshire Homesearch Bid Coupon
Tick this box if you need more coupons sent to you
Choice 1
Choice 2
Choice 3
1 2 3 4 5 6 7 8 9 0
EXAMPLE ONLY

How to complete your **HOMESEARCH** coupon:

- Your coupon has your name and your HOMESEARCH Housing Application number printed on it – please check that these details are correct.
- Each property has a 3 digit reference number, shown in the property advert in the HOMESEARCH property list.
- For example if you want to apply for the properties which have the reference number 456, 491, and 444, you should mark the coupon as shown in the example copy. You should put an X in the first column against the relevant first digit of the reference number.
- Put an X in the second column against the relevant second digit of the reference number, then put an X in the third column against the relevant third digit of the reference number.
- Return your coupon by post. The address is on the coupon, but you will need to put a stamp on it. Please allow sufficient time for your coupon to reach us by post. If your coupon is received after the bidding cycle has closed, your bid will not count.

Bidding by text message

- You can enter your bids in both upper and lower case
- Check your Monmouthshire Homesearch housing application number and advert reference numbers are correct before sending
- Please check with your mobile phone company what they charge for SMS texts

To make a bid by text message, please follow these simple steps:

1	Open a new text message	Open a new text message
2	Type in your **Monmouthshire Homesearch** housing application number making sure to include ALL letters and numbers	MONHA1234
3	Then followed immediately by a hash mark #	MONHA1234#
4	Enter the advert reference number of your first bid	MONHA1234#422#
If you have finished bidding then send. If not, keep following the instructions below		
5	Enter the advert reference number of your second bid followed immediately by hash mark #	MONHA1234#422#562#
6	When you have entered all of your bids send your text message bid to	**07781 472726**

Assisted Bidding

Monmouthshire Homesearch operates an assisted bidding service for applicants who may need assistance to find a home and bid for suitable properties. If you would like to use this service, please contact the lettings team on 0845 900 2956

Help

The Adverts

Please read the advert carefully before placing a bid or call our Lettings Team if you have any questions on 0845 900 2956. See the Monmouthshire Homesearch website for cycle dates.

This is an example of an advert

3 bed house **Ref No: 411**

Brynglas, Gilwern, Monmouthshire

Landlord: Monmouthshire H.A.
Rent: £76.61 pw
Water And Sewerage Charge: £10.13 pw

Garden, gas central heating. Ideal family home located in quiet village location. Generous sized property with front garden and large rear garden. On street parking only.

EXAMPLE

Key to advert symbols

1 2 3 4	Number of bedrooms in the property
1-1 1-2 1-3 2-3 2-4	Number of people the property is suitable for
AGE 50+ AGE 55+ AGE 60+ AGE 65+	Property designed for people this age or above
G 1 2 3 4	Floor level of property, if flat or maisonette

Mobility Level 1 - Suitable for wheelchair user indoors and outdoors

Mobility Level 2 - Suitable for people who cannot manage steps or stairs and may use a wheelchair some of the day

Mobility Level 3 - Suitable for people only able to manage 1 or 2 steps or stairs

priority given to those with connection to the parish	T Transfer
Garden	H Homeseeker
Lift / No Lift	Pets allowed / pets not allowed

There will be a brief description of the property giving you more information.

Additional photographs and floor plans may also be available on the website.

Feedback

The feedback on all lettings will be provided on the website when you log in and also on the Freesheet

This is an example of feedback on let properties

Property List Issue Date	Advert Reference	Size	Property Type	Location	No of Bids	LETTING INFORMATION		
						Band	Priority Date	Application Type
Charter Housing								
09 Jan 2013	280	2 Bed	House	Troy Way	33	3	06 Jul 2009	Transfer
Monmouthshire Housing Association								
31 Oct 2012	163	2 Bed	House	Tulip Gardens	27	2B	17 Apr 2012	Homeseeker

Understanding feedback reports

- **Property issue date** – this is the date that the property was advertised in the Monmouthshire Homesearch freesheet.
- **Advert reference** – this is the reference number given to properties advertised in the property Freesheet. Each property has its own unique reference number - you use this number when you bid on a property.
- **Size and property type** – this is simply a description of the property advertised
- **Location** – this is the address of the property.
- **Bids** – this is the total number of bids that were made for each property.
- **Banding and Priority Date** – this information is very useful as you can look at what bands successful customers were in and how long they waited in the priority band for a home.
- **Applicant Type** – this states whether an applicant has transferred from an existing tenancy or was an applicant from the Housing Register known as a 'Homeseeker'.

REMEMBER: How long you wait for a property will depend on a number of factors...

For example, which band you are in, how long you have been on the housing register and the available properties within your chosen areas.

How can this information help you?

You may wish to use this information to influence how you make your bids in the future, for example;

- If an applicant has been offered a property and was in the same band, note how long they waited. This may give some indication of the length of time that you may be waiting for a property of this type, in a similar location.

- You could bid for properties of different types and in areas that attract fewer bidders. However, remember that you should only bid on properties that you would consider moving into.

- If you are in a lower band you are unlikely to be offered certain property types due to demand and in this situation it is advisable for you to consider other housing options.

Other Housing Options

The demand for social rented housing in Monmouthshire is much greater than the number of properties available each year. Here are some other housing options for you to consider…

Threatened with Homelessness or Homeless Already

If you are going to lose your accommodation or are currently homeless please contact Monmouthshire County Council's Housing Options Team for advice and assistance by telephoning 01291 635714 or by email:

housingoptions@monmouthshire.gov.uk

Mutual Exchange

If you are already a Council or Housing Association tenant you can swap (exchange) your home with another tenant.

HomeSwapper

MHA, Melin and Charter Housing Associations all subscribe to a national mutual exchange scheme called HomeSwapper so if you are one of their tenants you can join **free of charge**. If you are interested in exchanging with another tenant please go to the HomeSwapper website:
www.homeswapper.co.uk

Private Rented Housing

Monmouthshire County Council provides advice and guidance on housing issues. If you are looking for somewhere to live or need assistance on how to access the private rented sector please contact their Housing Options Team on 01291 635714.

Homebuy options

Homebuy is a way to make owning a home more affordable. The scheme is intended to target people who can access and afford a mortgage but are struggling to get a foot on the property ladder. Properties are made available at discounted rates, typically around 30% below the market value. To find out if there are any schemes running in your area please contact our housing association partners. Details of Homebuy properties can also be found on the Homesearch website:

www.monmouthshirehomesearch.co.uk

Intermediate Market Rent Properties

The housing associations will also occasionally advertise properties via the Homesearch scheme that are offered on Assured Shorthold Tenancies (initially for 6 months) and where an intermediate rent is offered (usually 20% lower than the market rent). A deposit and references will be required from the housing association and full details will be included in the property advert. For more information please visit the Monmouthshire Homesearch website.

New Developments

Housing associations will also advertise new developments via the Homesearch scheme. These may be offered on a tenure neutral basis whereby applicants can rent or purchase the new properties (see Homebuy below). Details of any new developments will be advertised on the Monmouthshire Homesearch website.

Other Landlords

Occasionally other landlords will advertise their properties through Monmouthshire Homesearch. However, they will apply their own eligibility criteria which will be different from the Common Allocations Policy.

Useful Contacts

Monmouthshire County Council Housing
www.mcchousing.co.uk

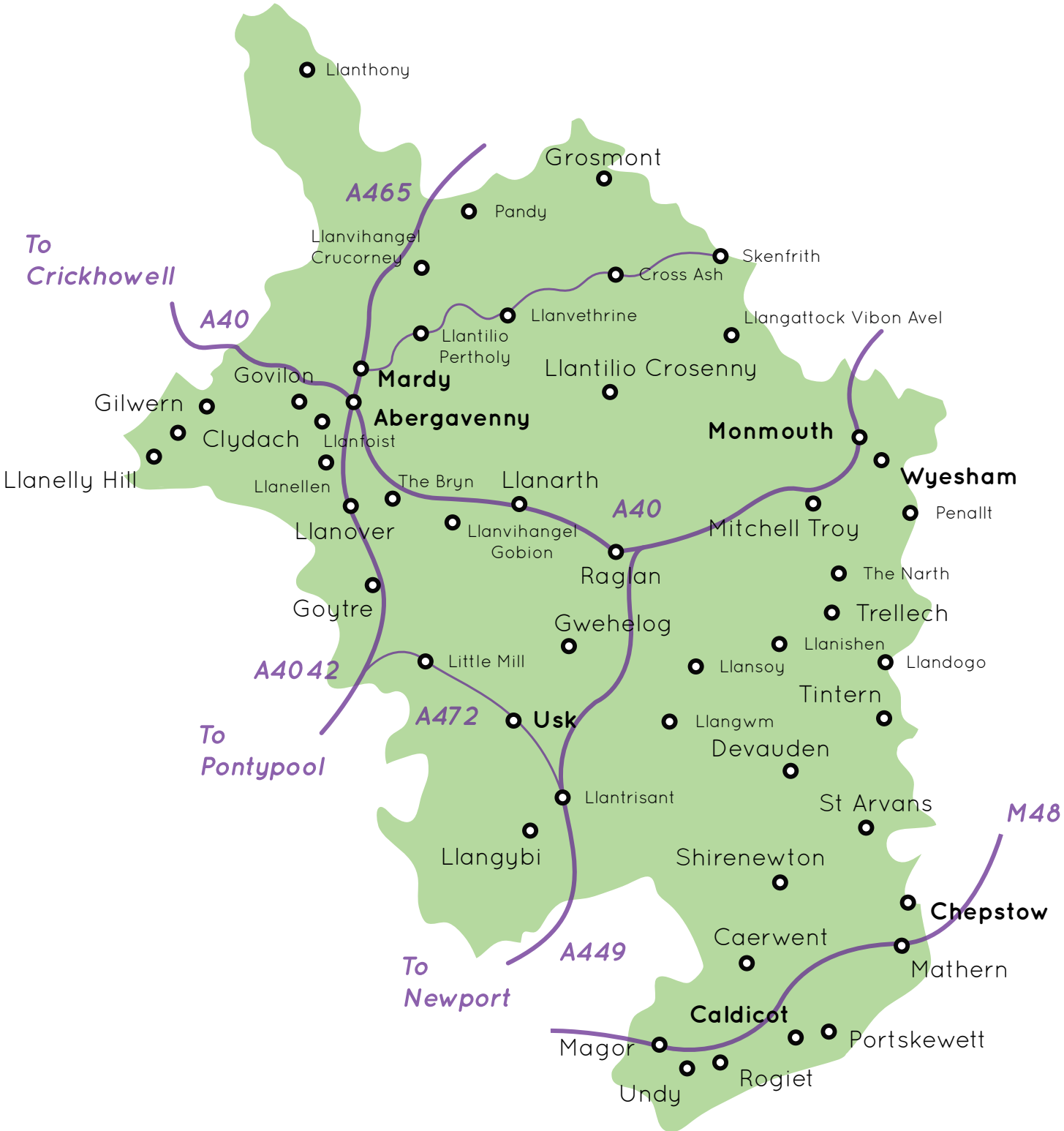
Shelter Cymru - 0845 075 5005
www.sheltercymru.org.uk

Your Benefits Are Changing – 0300 3031073
www.yourbenefitsarechanging.co.uk

Seren Living
www.serenliving.co.uk

My Advice Gateway
www.myadvicegateway.org

Map of Monmouthshire



Properties in Monmouthshire

Below is a list of the number of social housing properties in Monmouthshire owned by all the Monmouthshire Homesearch Partners. You can find a map of Monmouthshire on the back cover

Please note, this is NOT a list of available properties!

Parish	Bed sit	Flat/Maisonette				House					Bungalow		
		1 Bed	2 Bed	3 Bed	4 Bed	1 Bed	2 Bed	3 Bed	4 Bed	5+ Bed	1 Bed	2 Bed	3+ Bed
Abergavenny (including Mardy)	46	451	210	14	0	11	223	361	28	1	17	40	2
Caerwent	0	13	10	10	0	0	8	17	2	0	32	8	0
Caldicot/Magor	21	216	219	3	1	3	133	332	21	0	99	27	3
Chepstow (including Bulwark)	9	173	60	13	0	20	123	244	16	1	8	25	2
Crucorney	0	0	0	0	0	0	6	3	0	0	2	0	0
Devauden	0	0	0	0	0	0	2	4	0	0	8	6	0
Goytre/Little Mill	0	25	4	0	0	0	8	30	2	0	5	11	0
Grosmont	0	0	0	0	0	0	0	0	9	0	0	0	0
Gwehelog	0	0	0	0	0	0	0	4	0	0	0	0	0
Llanarth	0	0	0	0	0	0	5	5	0	0	0	6	0
Llanelly Parish	0	11	5	0	0	0	16	77	0	0	27	5	0
Llanfoist	8	3	58	0	0	1	29	70	13	0	24	0	0
Llangybi Fawr	0	0	0	0	0	0	1	11	0	0	14	13	0
Llanover Fawr	8	0	0	0	0	1	3	7	0	0	19	0	0

Parish	Bed Sit	Flat/Maisonette				House					Bungalow		
		1 Bed	2 Bed	3 Bed	4 Bed	1 Bed	2 Bed	3 Bed	4 Bed	5+ Bed	1 Bed	2 Bed	3+ Bed
Llantilio United	0	0	0	0	0	0	0	10	0	0	0	10	0
Mathern	0	2	9	0	0	0	5	0	0	0	3	0	0
Mitchel Troy	0	0	0	0	0	0	11	7	0	0	0	13	0
Monmouth (including Wyesham)	48	219	99	17	0	2	117	278	20	0	51	38	2
Raglan	4	17	2	0	0	0	9	14	3	0	29	28	2
Rogiet	0	1	0	0	0	0	0	26	0	0	16	14	0
Shirenewton / St Arvans	0	0	0	0	0	0	1	7	0	0	9	5	0
Tintern	0	0	0	0	0	0	0	13	0	0	6	0	0
Trellech	0	4	0	0	0	0	9	21	0	0	0	18	0
Undy	0	0	3	0	0	0	0	6	0	0	9	0	0
Usk	0	101	25	0	0	0	12	17	1	0	0	6	0

monmouthshire sir fynwy

melin

MHA
Monmouthshire Housing
Tai Sir Fynwy

charter housing
housing people

www.monmouthshirehomesearch.co.uk